Garnet
Garnet Global Training Center

GGT-QE-129

Quality, Excellence & Customer Service

Benchmarking for Performance Improvement

المقارنة المرجعية لتحسين الأداء

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Benchmarking for Performance Improvement focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Systems and methods that make performance consistent, measurable and better every year. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Benchmarking for Performance Improvement to real tasks.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.

Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. Practitioners with one to five years of experience benefit most.

Key topics

- Process mapping and standard work
- Measurement and statistical tools
- Audit planning and reporting
- Customer journey and feedback
- Excellence models and self-assessment
- Sustaining improvement

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Benchmarking for Performance Improvement: principles and standards

- Customer journey and feedback
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Excellence models and self-assessment
- Sustaining improvement

Day 3 Diagnosis and problem solving

- Process mapping and standard work
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Measurement and statistical tools
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Audit planning and reporting
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Benchmarking for Performance Improvement: principles and standards

- Customer journey and feedback
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Excellence models and self-assessment
- Sustaining improvement

Day 3 Diagnosis and problem solving

- Process mapping and standard work
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Measurement and statistical tools
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Audit planning and reporting
- Hands-on workshop on a workplace challenge

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Regional and international case studies

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
12–23 Jul 2027	10-day classroom	Dubai	Arabic	8,950
5–9 Sep 2027	5-day classroom	Cairo	Arabic	4,750
14–18 Nov 2027	5-day classroom	Riyadh	English	4,750
13–17 Dec 2027	5-day online	Live online	English	2,950
13–17 Feb 2028	5-day classroom	Riyadh	English	4,750
12–16 Mar 2028	5-day classroom	Manama	English	4,750
5–16 Jun 2028	10-day online	Live online	English	5,450
17–28 Jul 2028	10-day classroom	Dubai	English	8,950
8–12 Jan 2029	5-day classroom	Casablanca	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
12–23 Feb 2029	10-day classroom	Abu Dhabi	English	8,950
12–16 Mar 2029	5-day online	Live online	English	2,950
15–19 Jul 2029	5-day classroom	Manama	English	4,750
11–15 Feb 2030	5-day classroom	Istanbul	English	4,750
1–5 Apr 2030	5-day classroom	Vienna	English	4,750
4–15 Nov 2030	10-day classroom	Dubai	Arabic	8,950
16–27 Dec 2030	10-day online	Live online	English	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/